



COUNTY OF LOS ANGELES
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July 5, 2005

ADPA BULLETIN NO. 05-01

TO: All CalWORKs Treatment Programs

FROM: Patrick L. Ogawa, Director
Alcohol and Drug Program Administration

SUBJECT: **BILLING FOR CalWORKs ORIENTATION AND OUTREACH SERVICES**

This bulletin is to clarify the Orientation and Outreach Services that are approved and billable under the Alcohol and Drug Program Administration's (ADPA) California Work Opportunities and Responsibility to Kids (CalWORKs) contracts. Additionally, this bulletin provides you copies of the verification form for orientation and outreach services and instructions on its use.

BACKGROUND

The County of Los Angeles Alcohol and Drug Program Administration's CalWORKs Supportive Services program is funded by Los Angeles County's Department of Public Social Services (DPSS). The Orientation and Outreach Services are designed to identify CalWORKs recipients who are unable to find and retain work due to a substance abuse, mental health, or domestic violence barrier. These services are designed to enhance and expand the traditional methods of identifying and engaging CalWORKs recipients in treatment and recovery services. ADPA and its provider network believe that orientation and outreach services are an effective and vital component in identifying CalWORKs recipients in need of alcohol and other drugs (AOD) supportive treatment services. The Department of Public Social Services has allowed us to include in our non-residential contracts the ability to bill for staff time used in attempting to attract and engage eligible, current, and potential CalWORKs recipients. These services currently fall into two categories, orientation and outreach.

ORIENTATION SERVICES

Orientation services are those services provided at DPSS District offices for individuals applying for CalWORKs benefits or re-certification, at Greater Avenues for Independence (GAIN) Regional Center sites, during scheduled GAIN orientations, and Los Angeles County Office of Education Job Club presentations.

Orientation services are designed to educate participants and where possible DPSS staff regarding the assessment, treatment, and recovery services available through the CalWORKs Supportive Services program. Orientation services are scheduled and coordinated by the CASC lead agency for each Service Planning Area. ADPA has developed a set of "Talking Points," that detail the specific items that must be presented in each orientation session (attachment A). Orientation sessions are to be conducted by individuals who have in-depth knowledge and expertise in the area of alcohol and other drugs, as well as a good understanding of the alcohol and drug treatment and recovery system in Los Angeles County.

OUTREACH SERVICES

Outreach services are activities conducted in the field, at locations potentially frequented by CalWORKs and or GAIN recipients, for the purposes of informing current and potential recipients about the availability of supportive services benefits under the CalWORKs program. Formal presentations are conducted using various tools including public information bulletins, videos, advertisements, and public service announcements.

Potential sites for outreach activities include, but are not limited to; community centers frequented by CalWORKs eligible recipients, check cashing centers, super markets, WIC (Women, Infants, and Children) Program distribution centers, laundromats, churches, child care centers, local parks, and community health fairs.

PROGRAM BILLING CLAIMS

Effective February 1, 2004, DPSS began requiring additional information from all CalWORKs treatment agencies including those providing orientation and outreach services. Programs are required to provide monthly reports on the number of outreach activities performed. Additionally, programs must report the number of orientation sessions they provide and the number of participants attending the sessions at DPSS, GAIN Regional offices, and/or Job Club sites. A sample of the reporting form from ADPA, "Additional Reporting Requirements for CalWORKs Contractor" (attachment B) is enclosed.

The County shall compensate providers for orientation and outreach services provided to participants based upon a fee-for-service hourly rate as set forth in the Contracts Schedule(s) or Budget(s). Only services performed by designated staff position titles shall be reimbursable. The definition of a "service hour" is an hour where orientation and/or outreach activities are provided directly to CalWORKs and/or GAIN recipients or potential recipients by designated staff. Please refer to Table 1, (attachment C) for additional information and examples of billable and nonbillable services.

DOCUMENTING ORIENTATION AND OUTREACH SERVICE ACTIVITIES

CalWORKs treatment agencies providing Orientation and Outreach Services are required to document and retain current, accurate files containing information on their activities utilizing ADPA's "Verification Form for Outreach and Orientation Services" (attachment D). As requested by DPSS, providers must sign-in and sign-out upon arrival and departure from their offices.

Effective with March 2005 billings, providers are required to submit the DPSS Eligibility and CalWORKs Orientation and Outreach Activities form with their monthly billing. The County may withhold payment if the forms are missing, incomplete, and/or do not support the monthly claims. The County may recoup payments for claims that are rejected by DPSS.

TRAINING

The requirement to document orientation and outreach services is just one of a number of CalWORKs program changes that have occurred over the past year. Therefore, we will continue to work closely with you, so you have a clear understanding of what is required. In that regard, we are planning a mandatory in-depth training on CalWORKs policies and procedures and submitting billing claims. This training will cover all the new program requirements, along with a review of the existing CalWORKs policies and procedures. We want to ensure that your CalWORKs staff is well informed and to prevent, where possible, any audit exceptions.

We appreciate your prompt attention to this matter and thank you in advance for your efforts. Please contact the following staff for further assistance:

Information Systems:	Richard Lugo	626.299.4547
Billings:	Shirley Diep	626.299.4180
General Questions:	Linda Dyer	626.299.4109

PLO:ld/la
W/H/CW/ADPA 05-01BUL.105

Attachments

c: Richard Browne
Jeremy D. Cortez
David Hoang
George Weir

**COUNTY OF LOS ANGELES - DEPARTMENT OF HEALTH SERVICES
ALCOHOL AND DRUG PROGRAM ADMINISTRATION**

PROGRAM DEVELOPMENT AND TECHNICAL ASSISTANCE

May 17, 1999

Revised 12/07/04

TO: CalWORKs Treatment Agencies

FROM: Dick Browne

SUBJECT: **TALKING POINTS - ORIENTATION FOR CALWORKS APPLICANTS**

This is to provide you with standardized talking points for providers who will provide orientation on substance abuse services to perspective CalWORKs recipients at the time of application. These talking points were developed in consultation with provider substance abuse steering committee members.

Each orientation should include the following elements:

- Discussion on how substance abuse impacts one's ability to obtain and retain employment.
- Discussion on the need to seek treatment if you, or someone you know, has a problem.
- Information that treatment services are available free to all CalWORKs participants and family members.
- Discussion of what treatment is and how treatment works, and the types of programs/modalities available.
- Discussion of the fact that self-declaration of the need for (or desire to enter) an alcohol or drug program will not necessarily mean an automatic referral to CPS and the loss of ones children.
- Discussion of the fact that for participants who self-declare, and those in treatment, the treatment programs will advocate for them with various agencies.

We believe that all presentations should cover these basic items, and presenters will be able to answer general questions related to treatment services and how to access our provider network.

If you have any questions, please let me know.

REB:ld:fb
W/H/CW:CWTLKNG1.PT.805

DPSS Orientation for ADFC/TANF Applicants Presentation by CalWORKs Providers

Based on Dick Browne's Memo on Talking Points For Orientation to CalWORKs Applicants

- I. Discussion on how Substance Abuse, Domestic Violence and Mental Health impacts one's ability to obtain and retain employment.

When a person is involved with substance abuse or alcohol misuse or is in a state of active addiction it becomes apparent to those around us. It becomes difficult to make a positive impression of oneself and affects how one performs on the job and job tasks become more difficult to perform and one makes more mistakes. We become less motivated behind drug and alcohol misuse and often have an aura of lethargy connected to us. We become unreliable often showing up late for work or not at all. The ability to take direction is affected and we become confused. We may even have personality conflicts that are connected to our substance misuse.

- II. Discussion on the need to seek treatment if you, or someone you know has a problem.

Seeking treatment may be one of the most important things you or your spouse will do to become productive and important members of mainstream society. Treatment has proven to be successful in removing substance misuse, which is one of the greatest barriers to employment along with mental health issues and domestic violence.

- III. Information that treatment services are available free to all CalWORKs participants and their family members.

All CalWORKs participants are eligible for free treatment services for substance misuse, domestic

DPSS Orientation for ADFC/TAN Applicants Presentation by CalWORKs Providers

violence and mental health services. This includes family members, mother, father and even non-custodial mothers and fathers.

- IV. Discussion on what treatment is and how treatment works and the types of programs/modalities available.

The types of treatment available run the range from outpatient treatment to residential treatment. Outpatient treatment can range from less intensive treatment (a few hours three or four times a month) to intensive outpatient treatment (4-6 hours a day five days a week). Residential treatment is where you and your children live at the program, this involves intensive 24 hour 7 days per week treatment. The time in residential treatment can run from one month to six months depending on your needs. In treatment you will receive drug and alcohol education, relapse prevention, parenting, and other classes as needed, you will also receive one on one counseling.

- V. Discussion of the fact that self-declaration of the need for (or the desire to enter) an alcohol and drug treatment program will not necessarily mean an automatic referral to CPS and the loss of one's children.

The fear is that if you self declare that you have a problem with substance abuse that CPS will step in and put your children into the system. Most likely this will not happen, however there are cases that are very severe that CPS may take a look at. This does not mean that your children will be automatically put into the CPS system, especially if things can be rectified.

- VI. Discussion of the fact that for participants who self-declare, and those in treatment, the treatment programs will advocate for them with various agencies.

DPSS Orientation for ADFC/TANF Applicants Presentation by CalWORKs Providers

If you are in treatment or self-declare that you have a substance misuse problem the facility that you are referred to can advocate for you with various agencies including DPSS, CPS and other agencies that can provide services for you and your family.

NOTE: this is a work in progress and is subject to change by ADPA or DPSS and will have to include discussion of Mental Health Supportive Services.

REB:ld:fb
W/H/CW:CWTLKNG1.PT.805

County of Los Angeles
Department of Health Services - ADPA
CalWORKs Orientation & Outreach Activities
Additional Reporting Requirements for CalWORKs Contractors

Provider Name:

Contract No.:

Period Reporting:

OUTREACH:

Outreach - are services conducted in the field, at locations potentially frequented by CalWORKs and/or GAIN recipients, for the purposes of informing said recipient of the availability of CalWORKs supportive services benefits under the CalWORKs program.

Number of outreach activities during the month:

ORIENTATION:

Orientation - is an activity that is provided at the Department of Public Social Services District Offices (for clients that are applying for CalWORKs) and at GAIN Regional Center sites (during scheduled GAIN Orientations and Job Club presentations).

DPSS DISTRICT OFFICES:

Number of orientation sessions provided at DPSS District Offices:

Number of CalWORKs applicants receiving Supportive Services orientation at DPSS District Offices:

GAIN REGIONAL OFFICES:

Number of orientation sessions provided at GAIN Regional Offices (GAIN Orientations):

Number of GAIN participants receiving Supportive Services orientation at GAIN Regional Offices:

Number of orientation sessions provided at GAIN Regional Offices (Job Club presentations):

Number of GAIN participants receiving Supportive Services orientation at GAIN Regional Offices for Job Club:

NUMBER OF FTE'S

Number of Full-Time Equivalent staff delivering direct services (outreach, orientations, and treatment) during the month:

**COUNTY OF LOS ANGELES – DEPARTMENT OF HEALTH SERVICES
ALCOHOL AND DRUG PROGRAM ADMINISTRATION**

BILLABLE ORIENTATION AND OUTREACH SERVICE ACTIVITIES

The following charts list examples of activities that providers can or cannot bill to CalWORKs. These include orientation and outreach activities.

SUBSTANCE ABUSE PRESENTATIONS		
	ACTIVITY	BILLABLE AS OOS
TRAINING	In-Service Training conducted by Agency for its own staff.	No
	In-Service Trainings offered by DPSS CalWORKs Supportive Services and those listed in the DMH Training Bulletin.	YES
	CalWORKs Technical Training, CalWORKs IS Training, and CalWORKs Documentation Training conducted by ADPA CalWORKs administrative staff.	YES, this includes travel time to and from training
	Reading the ADPA CalWORKs Manual.	NO
	Travel time to and from trainings that do not include CalWORKs Technical Assistance Training, CalWORKs IS Training, and CalWORKs Documentation Trainings.	NO
	Training other service providers on how to improve their CalWORKs programs.	Yes
MEETINGS	Attending CalWORKs and CASC Service Area Meetings.	YES, including travel time
	Attending CalWORKs Providers Meetings.	YES, including travel time
	Attending DPSS/GAIN/ACS/Maximus CalWORKs Meetings.	YES, including travel time
	Attending agency staff meetings on CalWORKs, CalWORKs programs staff meetings.	NO
CONSULTATION	Consultation with staff and supervisor (on general and client issues or program review) within your agency.	NO
	Consultation with DPSS/GAIN and other programs regarding participant status.	YES
	Program review by supervisor	NO
PREPARATION	Preparing for Groups	NO
	Reading articles in relevant areas (therapist)	NO
	Research in relevant areas (resource, internet, etc.)	NO

**TABLE 1
Attachment - C**

**COUNTY OF LOS ANGELES – DEPARTMENT OF HEALTH SERVICES
ALCOHOL AND DRUG PROGRAM ADMINISTRATION**

ORIENTATION	Orientations conducted at DPSS/GAIN sites. Orientation sessions and Job Club meetings with CalWORKs and potential CalWORKs participants present	YES
OUTREACH	Outreach at sites where potential CalWORKs participants may be present	YES

COMMUNITY CLIENT SERVICES	
ACTIVITY	BILLABLE AS OOS
Conducting informal, non-intrusive meetings with CalWORKs participants at community centers, community colleges, etc.	YES
Contacting clients referred by CASC or GAIN who's Welfare to Work plan has not yet been approved.	YES
Contacting CalWORKs participants who either did not keep their clinical appointments or have pre-maturely terminated their treatment by making home visits or telephone calls	YES
Conducting an initial intake and/or assessment of clients that turn out not to be eligible for CalWORKs supportive services (e.g. persons who are sanctioned or have pending CalWORKs applications).	YES

W:H/CW/BILLABLE OOS ACTIVITIES6.205.rev.

COUNTY OF LOS ANGELES - DEPARTMENT OF HEALTH SERVICES
ALCOHOL AND DRUG PROGRAM ADMINISTRATION

Attachment - D

CALWORKS CASC, OC, ODCTRS, DCH PROGRAM SERVICES
Verification of Orientation and Outreach Services

Month/Yr.

Contract Exhibit No.

* Modality

	Activity Date	Staff's Last Name	First Name	Persons Contacted	Session Began	Session Ended	Total Time	Site Name	Site Address	City	Zip	Phone	* Activity Mode/Code Orientation	Outreach
1														
2														
3														
4														
5														
6														
7														
8														
9														
10														
11														
12														
13														
14														
15														
13														
14														
15														
16														

EXCEL/H/CW:ORIENTATION VERIFICATION OOS.805.

CERTIFICATION OF SERVICES

I CERTIFY THAT THE ABOVE OUTREACH AND/OR ORIENTATION SERVICES WERE PROVIDED AS DOCUMENTED

(Signature) _____ Date _____

NOTE: RETAIN A COPY OF THIS DOCUMENT IN STAFF PERSON'S PERSONNEL OR APPROPRIATE FILE

<i>*Develop a two digit code from the list below to identify your billable activity (i.e. 1A)</i>		
1. DPSS Orientations	2. Outreach	3. Other Activities
A. District office	A. Government Programs	A. Required Training
B. GAIN sites	B. Parks & Recreation sites	B. Program Meetings
C. Job Club Sites	C. Human Services Agency-Public	C. Other
	D. Human Services Agency-Private	
	E. Other	